

CITY OF WEST LINN

JOB DESCRIPTION

Job Title: OFFICE ASSISTANT

General Functions:

Provides a variety of clerical and secretarial support to assigned departments or divisions. Organizes and maintains assigned records. Works with professional and technical personnel, residents and general public providing information regarding assigned departments or division and general City services.

Duties and Responsibilities:

(An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks that an employee may be expected to perform)

1. Contributes to a positive work environment.
2. Maintains a positive relationship with contacts specific to them and positions outside the City organization.
3. Maintains records, files and books to provide accurate information.
4. Provides information to the public by telephone and in person explaining City policies, procedures and timelines to ensure compliance and an understanding. Listens to questions and either explains policy or procedure according to departmental guidelines or refers to another appropriate source. May receive payments where applicable.
5. May receive service requests and assist with scheduling.
6. Compiles reports and prepares data for supervisors as assigned.
7. Formats and types, using typewriter or personal computer, correspondence, memos, reports and other material from handwritten copy, rough draft or Dictaphone. May compose routine letters and memos.
8. Provides general assistance to assigned divisions and departments and, as needed, to other City departments.

SPECIFICATIONS:

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience may be considered)

1) Job Preparation:

a) Education:

- i) Graduation from high school or equivalent GED Certification. Two (2) years of secretarial or clerical experience required. Some experience with assigned division or department and bookkeeping/cashiering preferred.

b) Training:

- i) Specialized skills required include operation of office equipment such as typewriter and personal computer at acceptable speed and high level of accuracy, calculator and copy machine. Requires organizational skills and knowledge of English grammar. Must be able to communicate clearly, concisely and tactfully in sometimes stressful enforcement situations. Must be able to use good judgment and not overstep limits of own knowledge.

2) Supervision:

Received: Work is performed highly independently once trained under direction of supervisory personnel who review work for results obtained and conformance with established ordinances, policies, procedures, rules and regulations. Often is sole person in assigned division or department.

Exercised: Supervision of others is not a normal responsibility of this position.

3) Communication:

Communicates frequently with the public (over the phone and walk-ins) while serving as receptionist for the department. This involves assisting the public with basic departmental information and taking messages.

Contacts with other City departments is frequent, referring messages, providing clerical assistance, referring service requests and acquiring information.

Contact with City residents is frequent by telephone and in person: 1) answering questions regarding services and information; 2) processing permits and applications; 3) locating

information; and 4) receiving complaints and resolving those within area of responsibility or referring to other personnel.

Is infrequently entrusted with confidential or sensitive information as regards area of responsibility.

4) Cognitive Functions:

Work is governed extensively by written policies, procedures and guidelines.

Most tasks will be well defined and routine/recurring.

May make minor changes in office procedures to produce more efficient operations.

Decisions most often made in the course of work include determining the correct referral for incoming questions and prioritizing routine tasks.

Errors could result in giving citizens inaccurate information which could cause a loss of credibility with the community. Errors in data entry could result in less than optimal decision making of superiors based on inaccurate statistics or deficient records.

Precedent is available to resolve most problems encountered in the course of work.

5) Working Conditions:

Has normal business hours.

6) Resource Accountability:

Is responsible for the operation of various office equipment.

Records, updates and otherwise maintains a variety of records for reporting.

May be responsible for receiving, recording and processing various fees.

The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.